

Staff Summary Sheet

	To	Action	Signature (Surname), Grade, Date		To	Action	Signature (Surname), Grade, Date
1	AF/SG	COORD	//signed, Lt Gen Taylor, 13 Mar 03//	4	AF/CV	COORD	//Signed// Gen Foglesong 21 Mar 03
2	HAF/CX	COORD	//Rottman//Lt Col//20 Mar 03	5	AF/SG	SIGN	<i>Taylor</i>
3	AF/CVA	COORD	Wehrle Lt Gen 20 Mar 03	6			

Grade and Surname of Action Officer Capt McCreadie	Symbol SGXI	Phone 703-824-3180	Suspense Date 24 Mar 03
Subject PACKAGE (GREEN) Air Force Medical Service Performance Improvement Board (AFMS PIB) Metrics for MAJCOM and wing commanders			SSS Date 10 Feb 03

Summary

1. Purpose. Gain AF/CC approval for AF/SG to use automatic electronic mail information delivery (push technology) to communicate pertinent metric status reports directly with all MAJCOM/CV, MAJCOM/SG and WG/CC offices regarding each wing's status on three primary metrics: (1) level of fitness, (2) Preventative Health Assessment/Individual Medical Readiness (PIMR), and (3) TRICARE enrollee satisfaction based on Access to Routine Medical Care (Access).

2. Background. AF/SG hosts a monthly PIB video teleconference with AFMS senior leadership to review AF medical support and performance. In an effort to share information and partner each MDG/CC with their WG/CC, AF/SG has a monthly one-page report for each MAJCOM/CV/SG and WG/CC detailing the status of three over-arching processes on every AF installation listed above (see Atch 2).

3. Discussion. N/A

4. Recommendation. AF/CC approve memo for AF/SG signature and distribution to WG/CC via MAJCOM/CV/SG offices using "push" technology.

//signed//

GAR GRAHAM, Colonel, USAF, DC
Chairman, AFMS PIB
Directorate of Medical Resources
Office of the Surgeon General

Tabs

1. Memo for Approval/Signature
2. Sample WG/CC Push Report



DEPARTMENT OF THE AIR FORCE
HEADQUARTERS UNITED STATES AIR FORCE
WASHINGTON DC

MAR 27 2003

MEMORANDUM FOR ALMAJCOM/CV/SG
11 MDG/CC

FROM: HQ USAF/SG
110 Luke Avenue, Room 400
Bolling AFB, DC 20032-7050

SUBJECT: AFMS Performance Improvement Board (PIB) Metrics WG/CC Push Reports

While there are many indicators of the health of our force and performance of the health care system, three stand out as pivotal. These three are:

- Readiness: Preventive Health Assessment (PHA) and Individual Medical Readiness (PIMR measure)
- Healthy & Fit Force: AF Cycle Ergometry and Physical Fitness Testing Program (Fitness measure)
- Enrollee Customer Satisfaction: Timely Access to Routine Medical Care (Access)

Technology now allows a means to provide a status report directly to wing leadership. To continue our improvements and guide the actions of the PIB, it is necessary to periodically conduct "focus and follow-up" sessions to address challenges and refine our approach to new measures and policies DoD wide. On 3-4 December 2002, I met with our MAJCOM PIB Team to chart the direction for CY03. Each month, an automatic report feature from the Surgeon General's performance management website, <https://p2r2.hq.af.mil>, will "push" a one-page report detailing the three key processes' status for each base to the MAJCOM/CV, MAJCOM/SG and WG/CC organizational email inboxes. A sample report is attached to this memo.

My POC and Chairman of the PIB is Colonel Gar Graham at DSN 297-4915, (202) 767-4915, or email: Gar.Graham@pentagon.af.mil. Please contact him with any questions.

GEORGE PEACH TAYLOR, JR.
Lieutenant General, USAF, MC, CFS
Surgeon General

Attachment:
Sample WG/CC Push Report

cc:
AFMOA/CC
HQ USAF/SGM (Col Graham)



Wing Commander Stakeholder Report - February 2003

XYZ AFB

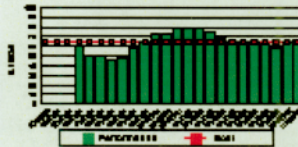
Air Force Medical Service
Office of the Surgeon General



How to Interpret this Report

The Air Force Surgeon General, Lt Gen Peach Taylor, would like you to consider these three key indicators as a measure of the health of your force and the performance of your local healthcare system.

Cycle Ergometry November 2002



The "goal", indicated by the red line, is the minimum desired performance level.

The table next to each chart, shows other medical groups or installations within the MAJCOM, and their performance relative to your Medical Group or Installation as well as the "Best Practice" in the Air Force. A "-" performance value indicates the facility does not report this metric.

MAJCOM	February 2003
INSTALLATION	82
INSTALLATION	81
INSTALLATION	79
INSTALLATION	78
INSTALLATION	78
INSTALLATION	77
INSTALLATION	76
INSTALLATION	73
INSTALLATION	71
INSTALLATION	71
INSTALLATION	63
INSTALLATION	51
INSTALLATION	51

What should be considered?

PHA & INDIVIDUAL MEDICAL READINESS (PIMR)

The percent of locally assigned active duty personnel, medically ready to deploy (current on Preventive Health Assessment (PHA), immunizations, dental, labs and no profile).

FITNESS

The percent of locally assigned active duty personnel who have tested and passed cycle ergometry in the past 12 months.

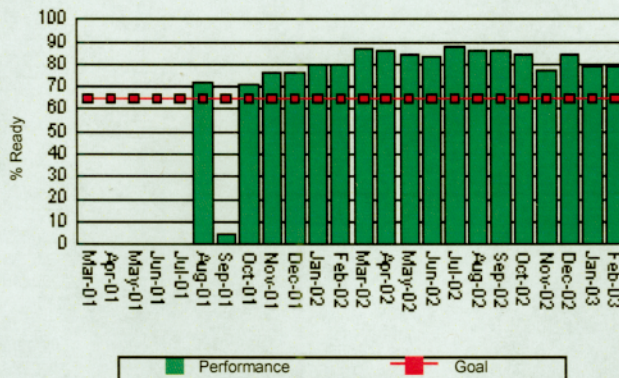
ACCESS to ROUTINE CARE

The percent of booked appointments which met the standard of 7 days for routine medical care for TRICARE Prime enrollees.

Metric Linkage Readiness

PHA and Individual Medical Readiness is vital to ensure troops are ready to deploy. Top performing installations have made PIMR a priority within their command.

PIMR February 2003



MAJCOM February 2003

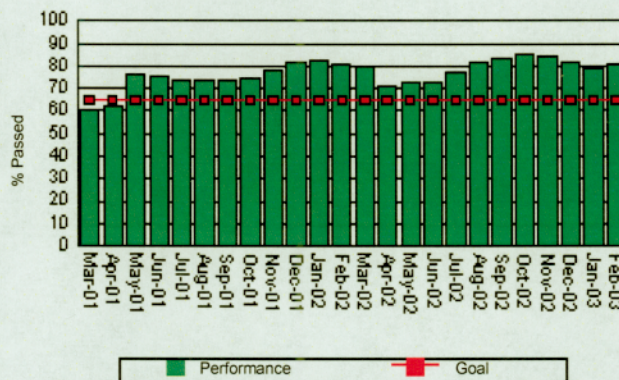
Unit	Score	Rank
INSTALLATION	82	1
INSTALLATION	81	2
INSTALLATION	79	3
INSTALLATION	78	4
INSTALLATION	78	5
INSTALLATION	77	6
INSTALLATION	76	7
INSTALLATION	73	8
INSTALLATION	71	9
INSTALLATION	71	10
INSTALLATION	63	11
INSTALLATION	51	12
INSTALLATION	51	13

AFMS Best Practice	Score
INSTALLATION	89

Metric Linkage Fitness

Reported to the Air Force Chief of Staff, this Wing level program is administered by your Medical Treatment Facility. Success in this program indicates leadership focus among the various units of your installation.

Cycle Ergometry February 2003



MAJCOM February 2003

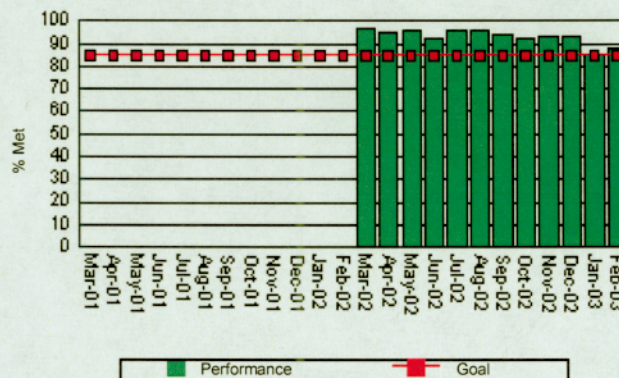
Unit	Score	Rank
INSTALLATION	85	1
INSTALLATION	81	2
INSTALLATION	80	3
INSTALLATION	79	4
INSTALLATION	78	5
INSTALLATION	76	6
INSTALLATION	76	7
INSTALLATION	75	8
INSTALLATION	75	9
INSTALLATION	72	10
INSTALLATION	70	11
INSTALLATION	68	12
INSTALLATION	67	13

AFMS Best Practice	Score
INSTALLATION	86

Metric Linkage Customer Satisfaction

The most prominent source of satisfaction among TRICARE Prime enrollees, is simply gaining access to care in a timely manner. This is the single most important process measure for meeting enrollee expectations.

Access to Care (Routine) February 2003



MAJCOM February 2003

Unit	Score	Rank
INSTALLATION	96	1
INSTALLATION	93	2
INSTALLATION	93	3
INSTALLATION	91	4
INSTALLATION	91	5
INSTALLATION	90	6
INSTALLATION	87	7
INSTALLATION	87	8
INSTALLATION	84	9
INSTALLATION	83	10
INSTALLATION	82	11
INSTALLATION	77	12
INSTALLATION	77	13

AFMS Best Practice	Score
INSTALLATION	100